

Request No. 410656T Name DEL CASTILLO ,TERENCE MR. Business Name _____

Consumer Information Name: TERENCE DEL CASTILLO Business Name: Svc Address: 14211 SW 88 STREET, #401 County: Dade Phone: (305)-386-6317 City/Zip: Miami / 33186- Account Number: 305-386-6317 Caller's Name: TERENCE DEL CASTILLO Mailing Address: 14211 SW 88 STREET, #401 City/Zip: MIAMI ,FL 33186- Can Be Reached: (786)-374-1047 E-Tracking Number: 0001326	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: PAMELA DUCK Entered By: PD Date: 10/10/2001 Time: 08:35 Via: E-TRANSFER Prelim Type: OTHER PO: Disputed Amt: 0.00 Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / / Closed by: PD Date: 10/10/2001 Closeout Type: GI-02 Apparent Rule Violation: N
	Utility Information Company Code: TL720 Company: BELL SOUTH TELECOMMUNICATIONS, Attn. Response Needed From Company? N Date Due: 10/10/2001 Fax: R	
	Interim Report Received: / / Reply Received: / / Reply Received Timely/Late: T Informal Conf.: N	

WARM TRANSFER Customer sent the following e-mail: "TRACKING NUMBER - 0001326 October 09, 2001

CUSTOMER INFORMATION

Account Number: 305-386-6317
Business Account Name:
Name: Terence Del Castillo
Address: 14211 SW 88 Street, #401
City: Miami
State: FL
Zip: 33186
County: Dade
Evening Phone: (305) 386-6317 ext.

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Daytime Phone: (786) 374-1047 ext.
E-mail: tdelc@hotmail.com
Contact By: E-Mail

SERVICE ADDRESS

Business Account Name:
Name: Terence Del Castillo
Address: 14211 SW 88 Street, #401
City: Miami
Zip: 33186
County: Dade
Evening Phone: (305) 386-6317 ext.
Daytime Phone: (786) 374-1047 ext.
E-mail: tdelc@hotmail.com

COMPLAINT INFORMATION

Company Name: BellSouth Telecommunications, Inc. / Local Service Provider
Utility Type: Telecommunications

Did customer previously contact the utility?: Yes
If Yes, the customer spoke with: BellSouth Customer Service Office
Date the customer contacted utility: 10/09/2001

Did customer previously contact the PSC?: No
If Yes, the customer spoke with:
Date the customer contacted PSC:

PROBLEM INFORMATION

Problem Type: Other Complaints

Comments: I have BellSouth for my residential local telephone service. I also have residential DSL Fast Access Internet Service with BellSouth. I want to change my residential local telephone service from BellSouth to another company, but I want to keep the residential DSL Fast Access Internet Service with BellSouth. On 10-8-01 I spoke with a BellSouth DSL Fast Access Internet Service Customer Service Representative about this. She told me all I needed to do was call the BellSouth business office and ask them to place my residential DSL Fast Access Internet Service billing thru a credit card. That way, I could keep the residential DSL Fast Access Internet Service, while not having BellSouth residential local telephone service.

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Today, 10-9-01, I called the BellSouth business office, and I was told that I could not keep the residential DSL Fast Access Internet Service unless I remained a BellSouth residential local telephone service customer.

I do not think I have to be forced to keep my residential local telephone service with BellSouth, in order to keep my residential DSL Fast Access Internet Service with BellSouth. I think this is wrong, immoral, and probably even illegal, under the Federal Telecommunications Act of 1996. I am initiating this complaint with the FPSC first. If this can not be resolved, I will then initiate a similar complaint with the Federal authorities.

Your prompt reply will be greatly appreciated.

RE: 305-386-6317.

Thanks.

Terence Del Castillo." pduck

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PAGE NO: 3